

Information and Procedures for Residential Applicants and Customers

--Deposits

Deposit Requirements:

- The utility may require a deposit if as an applicant for service, you have not paid for past utility service
- Some utilities may require a deposit based upon a credit scoring system with exemptions for LIHEAP eligible applicants and victims of identity fraud.
- The utility may require a deposit within 45 days of the following occurrences:
 - As a customer, you have paid late during any 12 month period of the first 2 years of service:
 - Four times, if billed monthly.
 - Two times in a row, or three times, if billed every other month.
 - Twice, if billed every 3 or 6 months.
 - You have benefited from the tampering with utility equipment.
- After you have been a customer for 2 years, the utility may not request a deposit unless:
- You have benefitted from the tampering with utility equipment or you have been disconnected for nonpayment.
- The amount of deposit equals no
 - more than 1/6 of the estimated annual charge for utility service.
 - Water and Sewer: No more than 1/3 of the estimated annual charge for utility service.

Refunding Deposits

- The utility must refund your deposit plus interest after a year, unless you:
 - Were disconnected for not paying a bill.
 - Have paid late during the first 2 years of service:
 - Four times in a 12 month period, if billed monthly.
 - Two times in a row, or 3 times, if billed every other month.
 - Twice, if billed every 3 or 6 months.
 - Have paid late after the first 2 years of service:
 - Six times in a 12 month period, if billed monthly.
 - Three times, if billed every other month.
 - Twice, if billed every 3 or 6 months.
 - Have benefitted from the tampering with utility equipment.
 - Have any unpaid past due bills.
- The refund is paid as a separate check, not as credit to your bill.
- If your deposit is not refunded after a year of service for any of the above reasons, the utility will pay you interest annually as credit to your account.
- You will receive a receipt for deposits paid. Keep all receipts in case any problems should arise!